

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director



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June 8, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**RECOMMENDATION TO APPROVE AMENDMENT NUMBER THREE
TO EXTEND CONTRACT NUMBER 73391 WITH THE INFORMATION & REFERRAL
FEDERATION OF LOS ANGELES COUNTY (INFO LINE) FOR THE PROVISION OF
INFORMATION AND REFERRAL SERVICES IN LOS ANGELES COUNTY
(ALL DISTRICTS - 3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and instruct the Chairman to sign the enclosed Amendment Number Three to the Information and Referral (I&R) Services Program Contract Number 73391 with the Information & Referral Federation of Los Angeles County (INFO LINE) to extend the current contract on a month-to-month basis for up to a 12-month period effective July 1, 2004, through June 30, 2005, with a maximum annual cost of \$4,543,860, subvented by State and federal revenue in the amount of \$3,973,952. The net County cost (NCC) for FY 2004-05 is \$569,908.
2. Delegate authority to the Director, Department of Public Social Services (DPSS), to prepare and execute future amendments to the contract that result in any decrease or increase, of no more than ten percent of the maximum annual contract amount when the change is necessitated by additional and necessary services that are required in order for the Contractor to comply with changes in federal, State, or County requirements and/or should any of the programs' telephone lines be consolidated as part of the County's implementation of the 2-1-1 line. The approval of County Counsel and the Chief Administrative Office (CAO) will be obtained prior to executing such amendments, and the DPSS Director will notify the CAO in writing within ten business days after execution.

"To Enrich Lives Through Effective And Caring Service"

JUN 3 2004

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current three-year Agreement with INFO LINE expires on June 30, 2004. This Amendment will continue the provision of the I&R services program, maintenance of the I&R database (the Community Resource Information Bank or CRIB), toll-free 24-hour Elder Abuse Hotline, Unincorporated Area Help Line, Employer Call Center Help Line, and the Safely Surrendered Baby Hotline. The Amendment will ensure that there is no break in these services during the County and INFO LINE's implementation of the 2-1-1 line for I&R services.

In 1980, your Board adopted an Agreement with INFO LINE to assure that I&R services and toll-free 24-hour Elder Abuse services were available to all County residents. These services are mandated by the California Department of Social Services' (CDSS) Manual of Policy and Procedures Section 30-002 and the Welfare and Institutions Code Section 15766.

On October 16, 2003, INFO LINE was designated by the State's Public Utilities Commission as the sole provider for the 2-1-1 line for I&R services within Los Angeles County. Accordingly, the INFO LINE will be the sole-source contractor for the future 2-1-1 line agreement that will supersede this agreement upon implementation of 2-1-1. The future 2-1-1 agreement is targeted for no later than July 1, 2005.

The CAO has convened a work group to ensure the effective implementation of a 2-1-1 line in the County of Los Angeles. The CAO 2-1-1 Work Group is exploring different funding streams that may supplement current funding. In order to ensure that the current one-year extension is flexible enough to support any additional funding and to ensure there is no duplication in expenditures across funding streams, DPSS is requesting delegated authority that is consistent with previously approved delegated authority, and allows increases of no more than 10 percent of the annual contract maximum. In addition, delegated authority to allow the Director, DPSS, to amend the agreement should budget changes and/or help line consolidation occur in the implementation of the 2-1-1 line is requested.

The I&R Services Agreement's performance outcomes are based on a minimum of 199,500 annual employee assisted telephone calls for I&R services and the timely, annual update of I&R database entries. It should be noted that INFO LINE has far exceeded the number of calls for the past three years and has updated the database in a timely manner.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the Countywide Strategic Plan Goal #1: Service Excellence - to provide the public with easy access to quality information and services that are both beneficial and responsive.

FISCAL IMPACT/FINANCING

The contractor will be paid monthly in arrears for the provision of the I&R Services Program. The rates are firm fixed for the maximum one-year term of this Amendment with no cost of living adjustment (COLA) increase. The total one-year cost for this Amendment is \$4,543,860.

DPSS' share of cost for this Amendment is \$4,386,252. To the extent that these costs are claimed to CalWORKs and Food Stamps, there is no additional NCC after the required Maintenance of Effort is met. The small share of cost associated with programs such as General Relief results in an estimated NCC of \$412,300 and is included in the FY 2004-2005 Proposed Budget.

CAO's share of cost for this Amendment for Unincorporated Area Help Line is \$157,608 and is financed at 100 percent NCC.

In past years, United Way has partially funded the County match portion of this Agreement. United Way has tentatively committed to continuing their donation for FY 2004-2005 at \$194,500. If a United Way donation for the I&R Services Program is received, it will partially offset DPSS' share of NCC.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The term of this Amendment will be month-to-month for up to one year, commencing July 1, 2004 through June 30, 2005. Should the new 2-1-1 Services Contract be negotiated and approved by your Board prior to June 30, 2005, the new 2-1-1 Services contract will supersede the I&R Services Program contract.

The CDSS has agreed that the Department can extend the current contract beyond the three-year term under existing contracting guidelines as stated in CDSS Manual of Policy and Procedures Chapter 23-650.151.

The contractor, INFO LINE, is a non-profit corporation.

This Amendment includes updated standard terms and conditions.

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This Amendment will not result in unauthorized disclosure of confidential information and will be in full compliance with federal, State and County regulations.

The Department has evaluated and determined that the Living Wage Program (County Code Chapter 2.201) does not apply to the Agreement.

The CAO concurs with this Amendment, and it has been approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

This Amendment will allow the County to continue to maintain the I&R program. The approval of this Amendment will not infringe on the role of the County in its relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

The Executive Officer, Board of Supervisors, is requested to return one adopted, stamped Board Letter and three original signed copies of the Amendment to the Director of DPSS.

Respectfully submitted,

A handwritten signature in cursive script, reading "Bryce Yokomizo", followed by a small circular mark.

Bryce Yokomizo
Director

BY:cc

Enclosure

c: Chief Administrative Officer
County Counsel